



State of Utah

GARY R. HERBERT
Governor

GREG BELL
Lieutenant Governor

Public Service Commission

RON ALLEN
Chairman

DAVID R. CLARK
Commissioner

THAD LeVAR
Commissioner

June 25, 2013

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, D.C. 20554

Re: TRS Consumer Complaints Log Summaries for the FCC, CG Docket 03-123

Dear Ms. Dortch:

In accordance with the Improved TRS Order issued in **CG Docket 03-123** by the Federal Communications Commission (FCC) and the order dated March 6, 2000, the Public Service Commission of Utah hereby submits the State of Utah's TRS Complaints Log.

For the period of June 1, 2012 through May 31, 2013, the State of Utah submits the following complaints/commendations record. Hamilton Relay is Utah's TRS and CapTel provider and reports receiving 5 (five) complaints for TRS and 1 (one) complaint for CapTel, totaling 6 (six) complaints. There were no complaints recorded for services such as Speech to Speech and Spanish Relay. Any complaints received by the Commission Secretary and/or the TRS Specialist with the Utah Public Service Commission for all services were referred to the appropriate service provider and are included in their complaint records. All of the complaints were resolved in a timely fashion, and to the Utah PSC's knowledge, none of the aforementioned complaints escalated into action for the FCC.

The Commission continues to contract with an advertising and public relations firm in order to assist with outreach efforts. Commercials, public service announcements, advertisements, and a continually updated website for Relay Utah services and the equipment distribution program increase public awareness of the variety of services and equipment available to Utahns.

The Utah Public Service Commission continues to work in conjunction with the FCC and strives to be proactive towards providing the best possible relay service for the residents of the State of Utah.

Sincerely,

/s/ Gary Widerburg
Commission Secretary
TRS Administrator
160 East 300 South
Salt Lake City, UT 84111
(801) 530-6713 (V)
(801) 530-6796 (fax)
gwiderburg@utah.gov

Attachment #1: Complaint Log Summary for Period of June 1, 2012 – May 31, 2013

Attachment #2: Summary of Complaints for Period of June 1, 2012 – May 31, 2013

Attachment #3: Annual Tally Report for Period of June 1, 2012 – May 31, 2013

cc: Arlene Alexander
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, S.W. Rm. 3-C408
Washington, D.C. 20554

Attachment #1
Utah Public Service Commission - Complaint Log Summary
June 1, 2012 – May 31, 2013

Hamilton - TRS Complaints

Date of Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution
09/11/2012	Service Complaints – Poor Vocal Clarity/Enunciation: Customer stated that the CA was not voicing their conversation correctly.	09/11/2012	Customer Service apologized and stated the CA would be counseled. CA was counseled and has been monitored frequently. Monitoring occurred and CA is handling calls properly. Customer was satisfied.
10/26/2012	External Complaints – Miscellaneous: Customer stated they are unable to place a long distance call through the relay as they reach a recording stating their access is not authorized.	11/06/2012	Customer Service verified that the customer's profile was set to correct long distance carrier. Customer Service directed the customer to Century Link to verify their account as the recording is an operator generated recording from Century Link. Customer gave Century Link permission to speak with Customer Service in regards to the situation. Century Link provided the correct carrier code and a profile was set for the customer. Customer was satisfied.
11/02/2012	External Complaints – Carrier Choice Not Available/Other Equal Access: Customer requested Frontier as their long distance provider.	<i>*As of May 31, 2013 Frontier is still not a participating provider through the relay.</i>	Customer Service apologized and stated that Frontier was not a participating provider in their state. Customer Service offered a temporary profile in order for their calls to be processed. Profile was implemented and a provider was contacted about becoming a participating provider through the relay. Frontier has been contacted and we are awaiting a letter of authorization.
01/15/2013	External Complaints – Miscellaneous Customer stated they are receiving a recording whenever they place a long distance call through the relay.	01/15/2012	Customer Service apologized and directed the customer to their long distance provider for further assistance. Customer understood.
03/05/2013	External Complaints – Miscellaneous Customer stated they reached a busy signal when calling a TTY user.	03/05/2013	Customer Service placed test calls to the TTY user, direct and through the relay. Both calls received a busy signal. Customer Service directed the customer to the telephone company test the line. Customer understood.

Attachment #1
Utah Public Service Commission - Complaint Log Summary
June 1, 2012 – May 31, 2013

Hamilton Relay - CapTel Complaints

Date of Complaint	Nature of Complaint	Date Resolved	Resolution of Complaint
07/01/2012	Billing: Customer's son reported third party billing on his phone line.	07/02/2012	CSR made an adjustment to customer's registration. Customer's son reported that he was now able to call without billing issues.

Attachment #2
Utah Public Service Commission – Summary of Complaints
June 1, 2012 – May 31, 2013

For the period of June 1, 2012 through May 31, 2013, there were a total of 6 (six) complaints filed with Hamilton Relay for TRS and CapTel and Sorenson. No complaints were filed for any of the other services e.g. Spanish Relay, Speech to Speech, etc. From June 1, 2012 – May 31, 2013, all 6 (six) complaints were filed with supervisors at one of the Hamilton centers and were resolved in a timely fashion. No complaints were escalated for action by the State of Utah or by the Federal Communications Commission.

Attachment #3
Utah Public Service Commission - Annual Tally Report
June 1, 2012 – May 31, 2013

TRS Customer Complaints

Type of Complaint	Number of Complaints
Technical Complaint – Carrier Choice Not Available/Other Equal Access	1
External - Miscellaneous	3
Service Complaint – Poor Vocal Clarity/Enunciation	1

Total = 5 complaints

CapTel Customer Complaints

Type of Complaint	Number of Complaints
Billing	1

Total = 1 complaint

Attachment #3 (continued)
Relay Utah - Annual Tally Report by Month
June 1, 2012 - May 31, 2013

TRS/CapTel Tally	Number of Complaints
June 2012	0
July 2012	1
August 2012	0
September 2012	1
October 2012	1
November 2012	1
December 2012	0
January 2013	1
February 2013	0
March 2013	1
April 2013	0
May 2013	0
Total TRS Complaints	6